



Library Lost Property Policy

Adoption Date:	31 July 2018 by approval of the General Manager
Last Reviewed:	31 July 2018
Next Review Date:	31 July 2021
Division/Department:	Community Services/Woollahra Libraries
Responsible Officer:	Library Customer Service Team Leader
HPE CM Record Number:	18/123706

1 Policy Statement

Customers are responsible for their own property and Woollahra Libraries cannot take responsibility for the safety or security of personal belongings left in the Library. Items left for more than 30 minutes on tables within our Libraries will be placed into Lost Property.

2 Application

The purpose of this policy is to ensure that the Library handles 'Lost Property' and 'Left Property' in such a way that customers can find it at a later date; and also to ensure that Library spaces are used in a way that is fair to all.

3 Definitions

Term	Meaning
Lost Property	Personal property unintentionally left within Woollahra Libraries spaces
Left Property	Personal property intentionally left unattended for more than 30 minutes within Woollahra Libraries spaces

4 Community Strategic Plan, Delivery Program and Operation Plan

This policy establishes a framework to support Woollahra Libraries to provide relevant services and resources to our community. This policy meets the following objectives from our Delivery Program and Operational Plan (DPOP).

Theme: Community leadership and participation
Goals: 11 A well-managed Council

5 Relevant Legislation

Library Act 1939
Library Regulation 2010

6 Left Property

At peak periods during the year, our Libraries can be very busy and it can be difficult to find a seat. The situation is exacerbated by customers leaving their belongings in spaces, sometimes for a long period of time, whilst not using the space. As a result, the Library may take action to remove unattended belongings from Library spaces.

When library staff identify unattended belongings, they will leave a notice with the belongings that indicates the current time and informs the customer that the belongings will be removed in 30 minutes from that time and placed in 'Lost Property'. If the items are still unattended after 30 minutes, staff will remove them from the area and take them to Lost Property.

7 Lost Property

Items found by, or handed in to Library staff are kept in the lost property areas of each Library Service Point.

Location of Lost Property Boxes

Double Bay	Returns Room under the Returns PC or in locked cabinet by staff PC
Paddington	Cupboard under the public OPAC PC's at the information desk.
Watsons Bay	Lost Property box in the staff cupboard at the rear of the library.

When adding items to lost property box, staff are to date and initial items. Lost property will be kept for 2 weeks and reviewed by the Customer Services Senior Library Officer.

Staff Responsibilities

- Where the items contain contact details, staff will make every effort to contact the owner to let them know their items have been found and advise that they must be collected within 2 weeks or the item will be disposed of.
- Books returned in error belonging to other libraries will be sent on to the appropriate institution via the Collection Management Officer who will record the items on a spreadsheet.
- Food and drink containers are to be disposed of immediately due to health and safety reasons.
- Lost membership cards will be posted to the customer. A note is to be added to the 'Member Record' via the Library Management System advising that the card has been posted and the date of posting.

Sensitive Items

If the owner cannot be identified, sensitive items such as driver's licenses, Medicare cards and passports should be returned to the RTA, Medicare office or local consulate respectively. In the case of credit cards, staff will call the relevant financial authority and report the card lost. They will advise of the next step to take. All sensitive and valuable items are to be locked in a secure location: in Watsons Bay and Paddington, in the safe; and in Woollahra Library at Double Bay, in the staff draw in the Returns Room.

Disposal of items

Customer Service Senior Library Officers are to check the lost property box once a week; all items over 2 weeks are to be disposed of as per the below instructions.

- Hand into the police valuables such as jewellery, wallets, phones and other technology.
- Give to charities items such as clean clothing, toys and sunglasses.
- Consider for the collection or put in boxes for book fair all non-library books and AV.
- Destroy all items such as hairbrushes, diaries, USB's, dirty clothes.

This Policy will be reviewed every 2 years or as required in the event of legislative changes. This Policy may also be changed as a result of other amendments that are to the advantage of Council and in the spirit of this Policy.

Any amendment to this Policy must be by way of the approval of the General Manager.

Policy Amendments

Date	Responsible Officer	Description

Want to know more?

For further information on this policy, please contact:
Woollahra Libraries on 9391 7100 or library@woollahra.nsw.gov.au